



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, 2nd Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-861/13

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 13 /UH/CGRF-861

Dated: 14.1.14

Subject: - Order in respect of complaint of Sh. Neem Singh regarding non release of SP connection.

Enclosed please find herewith the order issued by Consumer Grievances Redressal Forum in respect of above complaint for its compliance.

DA/As above


Secretary,
CGRF, UHBVN,
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
2. CE/OP, UHBVN, Rohtak.
3. CGM/Commercial UHBVN, Panchkula.
4. SE/OP, Circle, UHBVN, Panipat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Sub-Urban Division, UHBVN, Panipat with a copy of order.
7. SDO, Op Sub-Division, UHBVN, Israna.
8. Sh. Neem Singh S/o Sh. Abhey Ram, R/o Village & PO Dahar, Panipat.

For information & further necessary action with respect to order of Forum (copy enclosed).



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Complaint No.	UH/CGRF – 861 of 2013
Date of Institution	11.10.2013
Date of Hearing	13.12.2013
Date of Order	23.12.2013

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. Rajbir Singh, Member-I.
2. Sh. Anurag Nanchahal, Member-II.

In the matter of complaint of Sh. Neem Singh S/o Sh. Abhey Ram, R/o Village & PO Dahar, Panipat regarding non release of SP connection.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Sub-Urban Division, UHBVN, Panipat.
- (2) SDO, Op Sub-Division, UHBVN, Israna.

.....Respondents

Appearance:-

For Complainant:

Sh. Neem.

For the Respondent:

Sh. Devesh Dahiya, SDO, Op Sub-Division, UHBVN, Israna.



ORDER

The complainant Sh. Neem Singh S/o Sh. Abhey Ram, R/o Village & PO Dahar, Panipat has complained regarding non release of SP connection after taking undertaking allocation of material under SDO/OP, Sub-Division, UHBVN, Israna. The Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that he submitted file for SP connection which was accepted after site verification by SDO/JE. He was directed by JE to contact XEN for allocation of material. XEN put unwarranted demand which couldn't be met with. XEN told him that he wanted to visit the site. XEN visited the site and told that has to give undertaking. He gave undertaking and XEN told that when material will be available then your connection will be released on priority, but connection was not released despite undertaking. The complainant made complaint against XEN to SE on 24.09.13 and then to CE on 26.09.13. He is being tortured by XEN/JE when he visit to their office. He got 2 no. connections in his father name and 3 no. connections in his name for which he is paying bills regularly. The complainant wants release of his connection and action against delinquent officer/official.

The complaint was received in the office of the Forum on 11.10.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 07.11.2013 was issued to both the parties asking complainant to submit affidavit in support of his complaint and to the respondent to submit his version/reply supported with attested affidavit.

Since the version did not receive in time, so the matter taken up for hearing fixed on 13.12.13 in UHBVN, Guest House at Rohtak. The respondent SDO submitted his version/reply on 12.12.13.

The respondent submitted as per his version that the complainant has applied for a SP connection vide application no. 57757 dated 08.04.13 for a load of 8.933 KW. The demand notice was issued as per instructions to the complainant and test report submitted by the complainant. The requirement of material for allocation was sent on the verification of test report of site by JE on 15.07.13. After receiving the allocation letter XEN/OP, Sub-Urban, Division, Panipat alongwith SDO visited the site of the applicant on 23.07.13 and found already existing NDS connection bearing A/c no. DA21-1222 on the site of the complainant. The SDO/OP found no other room/site where another connection can be given. As NDS connection was running from AP feeder so there could be only change of supply as per Nigam instruction if



Complaint No. 861 of 2013

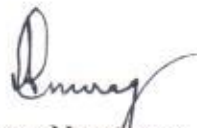
applicant wants it from industrial supply. There is only industrial line passing through the field and no industrial connection can be given as per existing Nigam instruction.

The Forum considered all the facts in the matter and observed that connection couldn't be given from industrial feeder in area beyond municipal limits as per Nigam instruction.

The complaint is hereby disposed off without any cost on either side. File be consigned to the office record.

The order is issued and signed by the Consumer Grievances Redressal Forum on 23.12.2013.

The compliance of the order be informed to the Forum with in fifteen days from the date of receipt of the order.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

